

Licensed Operations Code of Conduct Policy & Procedure

Approved: Senior Leadership Team (29 January 2025)

Review: Annually in September

1. Purpose

The Students' Union operates a range of services for the benefit of its members, and this policy concerns the disciplinary procedures that operate within our licensed venues. The policy applies to the areas and services operated and managed under the terms of the Licensing Act 2003, and the key components of this policy are informed and at times dictated by this legislation.

The Students' Union believes that these rules and procedures are necessary for promoting responsible and safe behaviour and ensures fairness and consistency in the treatment of individuals. It is important that members know what standards of conduct and behaviour is expected of them and, as a result, full details of this policy and its rules and procedures will be always accessible to members.

For clarity the licensed operations which are contained within the scope of the Licensed Operations Code of Conduct are listed below.

Students' Union Venue (SU Venue),

Medicine

The Packhorse

Union Shop

Events operated by the Students' Union, on and off campus including sports and society activity and events.

2. Context

This policy should be read in conjunction with the Students' Union's constitution, where Byelaw J clearly sets out a Members' Code of Conduct in relation to student behaviour when engaging in Union activities. This is done via a set of principles. It states that members are expected to:

- Always conduct themselves in a reasonable and responsible manner, in a way that characterises mutual respect and understanding for all members of the community.
- Conduct themselves in a way that promotes the values of the Union, taking into account public perception and the external reputation of the organisation.
- Treat all Union (and University) property with respect, and not interfere with other peoples' enjoyment of Union facilities or events.
- Adhere to relevant policies, procedures, rules, and regulations of the Union, including (but not limited to): equality and diversity, health and safety and financial regulations.
- Comply with the reasonable requests of Union and University staff where appropriate.

Byelaw L (the Members' Disciplinary Process) details the disciplinary process that enforces this. With respect to Union 'services' such as the bars and nightclub, Section 3 of this Byelaw empowers the staff team (through the Chief Executive) to put in place other procedures for

dealing with misconduct where appropriate. This is done to ensure the Union complies with relevant legislation, such as the Licensing Act 2003.

The Chief Executive has managerial authority to enforce good conduct in the use of services, in line with standard operating procedures, using appropriate discipline against summary offences. The exercise of this authority, therefore, may not limit membership of the Union, and only refers to the use of services.

In addition to this, as a licensed operator the Students' Union has a legal responsibility to work with the University, Police, and other authorities in the discharge of its duties, which includes sharing data and referring incidents for criminal investigation where appropriate. Where a criminal investigation is ongoing, the Students' Union will seek appropriate guidance and take action that may include temporary suspension from the venues whilst the matter is concluded. (investigated/or until concluded).

The Students' Union takes its responsibilities for the wellbeing of members seriously promoting several awareness and safety campaigns throughout the year, these can be found [here](#). In addition a wellbeing team is employed to attend late-night events operated by the union with the purpose of supporting members where appropriate.

3. Types of Misconduct

For clarity, appendix one of this policy sets out the most common types of misconduct that are likely to arise within its operations. It provides definitions to help both members and staff understand what is not acceptable. The list is non-exhaustive, and the Students' Union can refer any incidents that fall outside of these examples under Byelaw J.

4. Disciplinary Procedure

a. Incident Occurs

When an incident occurs in a venue or event, the student will be dealt with appropriately at the time to ensure the safety and security of individuals in attendance. A formal report will be generated that details the incident and any further evidence collected and filed with it. The document used for this purpose is the Incident Report.

Some incidents are minor, and generally can be resolved immediately. These will be recorded as an incident report with the agreed resolution included and will not progress any further along the disciplinary process. Any student involved in an incident that will potentially result in an exclusion from the venue will automatically be suspended from the venue pending the review of the incident and disciplinary sanctions.

b. Incident Reporting

When an Incident Report is generated, it will contain detailed information with reference to the incident, which will include the names of the individuals involved, the student ID card numbers of those involved, the location, and detailed observations from the incident. The report will also reference any witness statement and state whether other security data was captured at the time of the incident. Incident reports, CCTV and associated witness statements will be used as the key evidence for the disciplinary process.

c. Stage One

At stage one, all incidents will be reviewed by a member of the Students' Union Trading Services Management Team who have not been involved with any of the reported incidents. This will take place twice a week, usually on a Monday, and a Thursday. Where this impacts on the ability of an individual to access a late-night event a full refund will be offered if appropriate.

They will look at the nature and context of the incident, and consider the evidence collected at the time. A decision will then be made as to the nature of the misconduct, and a disciplinary sanction imposed. This will be communicated directly to the student via electronic means to their university email account. Any sanction will be taken from the date of the incident not the date of the review.

Any decision requiring a disciplinary sanction of 26 weeks or more will be referred automatically to a member of the Students' Union's Senior Leadership Team for confirmation. Any appeal involving a disciplinary sanction of 52 weeks or more will automatically be referred to the Students' Union Chief Executive and a Trustee.

d. Stage Two

Individuals who have received a disciplinary outcome are permitted to appeal the decision provided this is done within 5 working days of the stage one decision being communicated to the student. Appeals will only be accepted for disciplinary outcomes in 'Serious or Major Misconduct' incidents, there is no right of appeal for 'Minor Misconduct' incidents. The appeal must include all further evidence, and clearly state which of the three grounds the appeal should be considered under:

- I. The Students' Union has conducted the investigation process in a way that is inconsistent with this policy.
- II. The Students' Union was not able to consider evidence that has now become available.
- III. The Students' Union has imposed a disciplinary sanction that is inconsistent with this policy.

Appeals will be considered by a member of the Students' Union's Management Group who has no prior knowledge of the incident. An investigation and hearing may be called if required. Once the Stage 2 process is complete a formal response will be issued to the individual. There is no further appeal beyond this.

e. 52 week / lifetime exclusions

Any Stage Two appeal where there has been a disciplinary sanction of 52 weeks or more applied will be referred automatically to the Students' Union's Chief Executive and a Trustee.

5. Exclusions

Where an exclusion is imposed by the disciplinary process it will apply to all Royal Holloway Students' Union licensed operations, as stated in section 1. Should a decision be taken to limit the impact of an exclusion to a specific location this will be included within the sanction letter shared with an individual.

Where an incident occurs which involves an individual representing their student sports club or society, and the behaviour is deemed to bring either RHSU or the student group into disrepute the Union reserves the right to escalate the incident via the Students' Union Membership Disciplinary procedure (Byelaw L).

Where a permanent exclusion is imposed the details will be shared with the Students' Union Senior Leadership team, and further sanctions may be imposed which could impact on wider membership activities. In specific instances the Senior Leadership Team may request that the information is escalated to the University for further disciplinary consideration.

6. Escalation & Data Sharing

The Students' Union is an independent organisation which operates within the Royal Holloway University estate, occupying premises which are wholly owned by the University. The Students' Union reserves the right to escalate incidents or disciplinary matters to the appropriate team within the University where there is evidence of significant risk to the university community, or reputational risk to the institution. Escalation will likely be invoked where the disciplinary sanction applied is 'Permanent exclusion' or where continuous repeat offences of 'Major misconduct' are evident.

The Students' Union works within a data sharing partnership with the University alongside external partner agencies. All incidents reported by the Students' Union are shared with the appropriate teams and follow up action may occur in specific cases. The data sharing partnership is compliant with GDPR, where partner agencies request information defined procedures are followed.

The Students' Union is an active member of National Pubwatch and operates ID checking protocols that have the capacity to communicate with partner agencies. Where the Students' Union deems appropriate details from incidents will be shared with partner agencies to support the four licensing principles.

Public Safety

Prevention of public nuisance

Protection of children from harm

Prevention of crime and disorder

Appendix One: Examples of Misconduct

Please note this list is not definitive or exhaustive but is provided to give an indication of the likely sanctions that are imposed in the case of misconduct within a venue. Context around specific incidents will be taken into consideration where appropriate, including repeat incidents. All exclusions are term-time only weeks.

| Minor Misconduct | Example | Sanction |
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| Smoking in non-designated areas | All forms of smoking (including electronic cigarettes) in non-designated areas of the venue. | Warning and then ejection from the venue |
| Over intoxication (minor) | A temporary state in which an individual's physical and / or mental faculties are impaired by either an excessive consumption of alcoholic or other substances. | Ejection from the venue |
| Vomiting due to over intoxication | The involuntary ejection of matter from the stomach due to the excessive consumption of alcoholic or other substances. | Ejection from the venue and £25 cleaning charge |
| Over intoxication (major) | A temporary state in which an individual's physical or mental faculties are impaired by either an excessive consumption of alcoholic or other substances. The individual requires assistance from staff in either recovery or getting home from the venue. | 2-week exclusion |
| Non-compliant behaviour | Defiant behaviour that involves ignoring guidance or reasonable requests from staff in the discharge of their professional duties. This includes flagrant breaches of venue signage and instruction, or flagrant breaches of verbal instruction from a recognised member of RHSU staff. | 2-week exclusion |
| Serious Misconduct | Example | Sanction |

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| Repeated non-compliant behaviour | Repeated defiant behaviour that involves ignoring guidance or reasonable requests from staff in the discharge of their professional duties. | 4-week exclusion |
| Unauthorised access | Entrance (or attempted entrance) into the venue without a valid ticket or wristband. | 4-week exclusion |
| Minor vandalism | Intentional damage of Students' Union's property causing minimal or limited impact on the operation of the venues. | 4-week exclusion and payment for damage |
| Possession, consumption, or supply of illicit alcohol | Possession of supply of alcohol brought into the venue against the terms and conditions of entry. | 4-week exclusion |
| Indecent behaviour | <p>Actions that are considered lewd or inappropriate, contrary to generally accepted standards of public taste within the specific context.</p> <p>This would include behaviours such as engaging in sexual acts in public, or public urination.</p> | 4-week exclusion |
| Major Misconduct | Example | Sanction |
| Abusive behaviour | <p>Use of insulting or offensive actions or language targeted at an individual or group, resulting in physical or emotional distress. Manipulation, control, or coercion of individuals to perform specific acts.</p> <p>This may include deliberate humiliation, intimidation, or action that result in diminishment of identity, self-worth, or dignity.</p> | 8-week exclusion |
| Major vandalism | Intentional damage of Students' Union's property causing a major impact on the integrity or operation of the venue. | 8-week exclusion and payment for damage |

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| Threatening behaviour | <p>Intentional use of threatening, insulting or offensive actions or language targeted at an individual, resulting in physical or emotional distress.</p> <p>The behaviour must be shown to be intentional, and that a reasonable person would consider themselves in immediate danger.</p> | 12-week exclusion |
| Shoplifting / Theft | The intentional act of stealing property, either from the Students' Union or another individual within the licensed operations | 12-week exclusion and payment for loss |
| Misuse of safety equipment | The intentional misuse of safety equipment without reasonable grounds to do so. | 24-week exclusion and payment for damage |
| Possession or consumption of illegal substances | Possession or consumption of all illegal substances either inside the venue, or the immediate vicinity. | 24-week exclusion |
| Physical assault | Intentional or reckless physically aggressive behaviour, leading to injury requiring first aid attention. | 32-week exclusion |
| Harassment | Use of actions or language, generally repeated or persistent and directed at a specific person, which tends to annoy or cause harassment, alarm, or distress to another person. | 32-week exclusion and relevant awareness training |
| Discrimination | <p>Use of actions or language in an abusive manner that is targeted at an individual due to specific characteristics.</p> <p>Characteristics may include (but not limited to); religion, physical appearance, ethnicity, disability, health status, gender (including reassignment and identity), age, nationality or sexual orientation.</p> | 32-week exclusion and relevant awareness training |

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| Sexual harassment | Behaviour directed at another individual (intentionally or otherwise), of a sexual nature unwanted by that individual. Sexual behaviours may include (but not restricted to), unwanted touching, kissing, grinding and stalking. Behaviour may be physical or verbal, but is always degrading and offensive. | 32-week exclusion and relevant awareness training |
| False activation of emergency alarms | The intentional activation of an emergency alarm without a reasonable cause to do so. | 32-week exclusion |
| Violent assault | Intentional or reckless physically aggressive behaviour, leading to injury requiring first aid attention and possible hospitalisation or paramedic intervention. | Permanent exclusion |
| Spiking | The intentional act of putting alcohol or drugs into another person's drink or their person without their knowledge and/or consent. This may include (but not limited to) purchasing a larger quantity of alcohol than requested, use of prescription drugs, or the use of restricted substances. | Permanent exclusion |
| Possession of illegal substances with an intent to supply | Possession of illegal substances with an intent to supply within the venue, or the immediate vicinity. | Permanent exclusion |
| Possession of offensive weapons | Possession of an offensive weapon, irrespective of intention, within the venue or the immediate vicinity. | Permanent exclusion |
| Threats of terrorism | The use or threat of serious violence, property damage, or disruption of essential systems, designed to influence a government, intimidate the public, or advance a political, religious, or ideological cause. It will often involve targeting civilians to cause fear and achieve ideological goals. | Permanent exclusion |

In the event of repeated transgressions by an individual, whether for specific issues or multiple issues, the individual will be subject to consideration by the disciplinary panel for a permanent exclusion.