



Licensed Premises, Events and Venues: Code of Conduct & Disciplinary Policy

Agreed: Management Committee (January 2016)

Review: Annually in September

1. Policy Statement

The Students' Union operates a range of services for the benefit of its members, and this policy concerns the disciplinary procedures that operate within the Licensed Premises, Events and Venues. The policy applies to the areas and services operated by the Students' Union which are managed under the terms of the Licensing Act 2003, and the key components of this policy are informed from the legislation.

The Students' Union believes that these rules and procedures are necessary for promoting responsible and safely managed services, as well as 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 accessible to members at all times.

The procedures apply to each and every individual that engages with the range of services operated by the Students' Union within the licensed premises, events and venues.

2. Introduction

The Students' Union is an inclusive organization, and recognizes that anti-social conduct and behaviour has a direct impact on the well-being of individuals within our venues. The procedures clearly identify the types of conduct and behaviour that are unacceptable within the Students' Union commercial venues, the operational controls which are used and the disciplinary processes which are in place.

The document is divided into three substantive sections:

1. Venues Code of Conduct

2. Venues Operational Procedures
3. Venues Disciplinary Process

3. Venues Code of Conduct

Bye-Law I of the Students' Union sets out the expected Code of Conduct for all members and guests whilst in Union venues and engaged in Union activities. Due to relevant legislation, management of misconduct within the licensed premises, events and venue areas are separated out from the Bye-Laws, and are more defined as shown.

The following actions, in addition to those stated within Bye-Law I, are not acceptable within any of the licensed premises, events or venues and will result in an individual being asked to leave the premises:

- Drunk and Disorderly Behaviour
- Excessive Intoxication Anti-social or Threatening Behaviour
- Possession of unauthorised alcohol
- Abuse of Staff
- Vandalism
- Theft
- Aggressive Behaviour
- Harassment
- Discrimination
- Possession of Drugs
- Assault
- Possession of Weapons
- Illegal Entry

This list is neither intended to be inclusive nor exhaustive, and the Students' Union reserves the right to investigate any other conduct which may give rise to further disciplinary action through the Members' Disciplinary Procedure.

4. Venue Procedures

The Students' Union has defined procedures for the protection and management of licensed premises and events:

1. Entry/college card checks
 - a. All Students' Union licensed premises will be pro-active in the checking of members and their guests at the point of entry to ensure our services are used by appropriate persons.

- b. All SURHUL premises have a finite capacity and the entry/college card checks assist the management team in complying with these figures
 - i. Students' Union Building - 1200
 - ii. Medicine – 650
 - iii. Stumble Out – 250
- c. The above capacity levels, and those set for other events operated by the Commercial Services, are achieved through compulsory entry/college card checks for all events where practical.
- d. Bona-fide guests are permitted within venues and events, and must be signed in by an existing member of the Students' Union. Any person signed in by a member must provide photographic identity, with proof of age (Passport, Driving Licence, PASS Hologram photo ID) Records will be maintained as a condition of the Licence.
- e. The Licensee, or their nominee, shall be permitted to refuse entry to any member/staff or guest without notice.
- f. Any person found to have gained access to any event or licensed commercial premise without the permission of the licensee, or their designate, will be asked to leave. Their details will be captured, incident report filed and the disciplinary process will commence.

2. Drunkenness & excessive intoxication

- a. At no point should a person who exhibits drunken behaviour be permitted to enter any Students' Union licensed premise or event.
- b. Any person that is deemed to be over intoxicated on arrival at a licensed premise or event will be refused entry, details of the person will be captured and recorded as a precaution of the license.
- c. Any person found to be drunk in Students' Union licensed premises or events shall be asked to leave, failure to comply will result in them being removed by the security team. Where necessary assistance will be called from the local constabulary to ensure they leave the premise or event. All persons ejected will have their details captured, an incident report filed, and the disciplinary process will commence.
- d. General intoxication shall not be treated as misconduct, unless disorderly behaviour is apparent.
- e. Any person that is deemed to be over intoxicated when requesting service at the bar will be refused service, details of the refusal will be recorded as a precaution of the license.
- f. Any person that is suspected of purchasing a drink for an individual that has been refused service, will also be refused. Details of the refusal will be recorded as a precaution of the license.

- g. Any member of staff on duty may be permitted to ask the security team to remove a drunken person from the premise or event.
 - h. Any person found to have vomited within a licensed premise or event will be offered immediate welfare support, once completed they will be asked to leave. Their details will be captured, an incident report filed, and the disciplinary process will commence.
3. Anti-social & threatening behaviour
- a. Anti-social behaviour will not be tolerated within any event or commercial premise. Any person who is seen to exhibit anti-social behaviour will be requested to leave, their details captured, incident report filed, and the disciplinary process will commence. These behaviours are problematic to identify; but would include smoking inside the building, urinating in public, excessively boisterous activity for example.
 - b. Any member of staff on duty may be permitted to ask the security team to remove an anti-social individual or group from the premise or event.
 - c. Threatening behaviour will not be tolerated within any event or commercial premise. Any person who is seen to exhibit threatening behaviour will be requested to leave, their details captured, incident report filed, and the disciplinary process will commence.
 - d. Any member of staff on duty may be permitted to ask the security team to remove a threatening individual or group from the premise or event.
 - e. Any person who feels they have been the subject of anti-social or threatening behaviour within an event or commercial premise may request the assistance of the security team. The security team will aim to find a resolution and take action as required. Details of all parties will be captured, an incident report filed, and the disciplinary process will commence.
4. Possession of unauthorised alcohol
- a. The consumption, retail or supply of alcohol within all Students' Union commercial premises and events is strictly controlled through the Students' Union Premise and Club registration licenses.
 - b. All alcoholic beverages consumed within any event or commercial premise must have been purchased from the specific location, and must have been retailed or supplied by the Students' Union.
 - c. All alcoholic beverages retailed or supplied by the Students' Union are done so in compliance with legislation, in specific identified quantities and in approved vessels.

- d. To ensure that unauthorised alcohol is not brought into Students' Union events or commercial premises bag searches will be undertaken. Bag searches will be completed as required by the security team, and any individual found to be carrying their own alcohol into an event or commercial premise will be refused access until the product has been disposed of. Records are maintained as a precaution of the license.
 - e. Any individual found within an event or commercial premise with unauthorized alcohol will have the product confiscated and be asked to leave, their details will be captured, incident report filed, and the disciplinary process will commence.
5. Abuse of staff
- a. Abuse of any staff member will not be tolerated within any event or commercial premise. Any person who is seen to be abusive directly to a staff member, or is reported as having been abusive to a staff member, will be requested to leave, their details captured, incident report filed, and the disciplinary process will commence.
 - b. Any member of staff on duty may be permitted to ask the security team to remove an abusive individual or group from the premise or event.
6. Vandalism
- a. Vandalism will not be tolerated within any event or commercial premise. Any person who is seen to be vandalising any permanent or temporary fixtures, fittings or equipment owned or hired by the Students' Union will be asked to leave, their details captured, incident report filed and the disciplinary process will commence.
 - b. Any person who is seen to be vandalizing the fabric of any Students' Union facilities will be asked to leave, their details captured, incident report filed and the disciplinary process will commence.
 - c. Any person who is seen to, or reported to have, maliciously damaged another members property will be asked to leave, their details captured, incident report filed and the disciplinary process will commence.
7. Theft
- a. Theft from the Students' Union will not be tolerated and any individual suspected of theft will be spoken to by the security team, if required a member of the management team will be called. The management team will request support from University Security and the Police where necessary.

- b. Any incident where the management, or the police, are requested will be recorded as an incident report. The individuals details will be captured, the incident report filed and the disciplinary process will commence.
- c. Any person who is suspected of theft from another individual within any event or commercial premise will be spoken to by the security team, if required a member of the management team will be called. The persons details will be captured, incident report filed and the disciplinary process will commence. Where there is clear evidence of a theft being committed the Police will be called to attend.

8. Aggressive behaviour/harassment/discrimination

- a. The Students' Union will not tolerate any form of Aggressive Behaviour, Harassment or Discrimination within any event or commercial premise at any time by any individual.
- b. Sufficient signage will be sited at the entrance/exit of each event or commercial premise with reference to the Students' Union Zero Tolerance Policy, and the Code of Conduct.
- c. Any individual seen to, or reported to have, exhibited aggressive behaviour will be spoken to by the security team. Their details will be captured, incident report filed and the disciplinary process will commence.
- d. Any individual seen to, or reported to have, been discriminatory to any other person within any event or commercial premise will be spoken to by the security team. Their details will be captured, incident report filed and the disciplinary process will commence.
- e. Any individual seen to, reported to have, or accused of harassment will be spoken to by the security team. Their details will be captured, incident report filed and the disciplinary process will commence.
- f. Any member of staff on duty may be permitted to ask the security team to speak with an individual or group that have exhibited aggressive behaviour, been discriminatory or seen to be harassing other persons.
- g. Any person who feels they have been the subject of aggressive behaviour, discrimination or harassment within an event or commercial premise may request the assistance of the security team. The security team will aim to find a resolution and take action as required. Details of all parties will be captured, an incident report filed, and the disciplinary process will commence.

9. Drugs

- a. The Students' Union maintains a Zero Tolerance Policy on the possession or use of any categorized, banned, restricted substance within any event or commercial premise.
- b. The security team will perform random searches of all persons wishing to enter any event or commercial premise, and sufficient signage will be present at all entrance/exit points with reference to the above. Any person found with possession of categorized, banned or restricted substances shall have their details captured, incident report filed and the disciplinary process will commence. Any substances will be confiscated and passed to the police for destruction.
- c. Any individual found in possession of substantial quantities of categorized, banned or restricted substances will be detained by the security team, support will be requested from University Security and the Police. Their details will be captured, incident report filed and the disciplinary process will commence.
- d. The Students' Union works in partnership with the University and the Police to prevent and reduce the impact of categorized, banned and restricted substances; and will on occasion make searches compulsory as right of entry.
- e. The Students' Union may also, on occasion, use the commercial premises as live training environments for the Police, and other third party enforcement agencies.

10. Weapons

- a. The Students' Union maintains a Zero Tolerance Policy on the possession and use of any form of potential offensive weapon within any event or commercial premise.
- b. The security team will perform random searches of all persons wishing to enter any event or commercial premise, and sufficient signage will be present at all entrance/exit points with reference to the above. Any person found with possession of any form of potential offensive weapon will be detained and shall have their details captured, incident report filed and the disciplinary process will commence. Any items will be confiscated and passed to the police for destruction.
- c. The Students' Union works in partnership with the University and the Police and will on occasion make searches compulsory as right of entry, in order to reduce the potential impact of offensive weapons in the late night economy.

11. Assault

- a. The Students' Union maintains a Zero Tolerance Policy on Violent behaviour, and all actions which can be defined as Assault within any event or commercial premise.
- b. Any individual who believes they have been the subject of an assault, or violent behaviour, may request the assistance of the security team. The security team will aim to find a resolution and take action as required. Details of all parties will be captured, an incident report filed, and the disciplinary process will commence.
- c. Any member of staff on duty may be permitted to ask the security team to speak with an individual or group that have exhibited violent behaviour, or to assist a person who they have witnessed as the victim of an assault.
- d. The Students' Union ensure that all team members are appropriately trained, with the ability to deal with violent situations. The Students' Union will request support from the University and the Police when needed, and share security information as required to support external investigations.

12. Emergency activation

- a. False activation of emergency safety equipment will not be tolerated within any licensed premise, event or venue. Any person who is seen to activate, or has been identified as having falsely activated emergency safety equipment will be requested to leave, their details captured, incident report filed, and the disciplinary process will commence.
- b. False activations impact on the safe operation of all activities, and will always be treated initially as true activations; resulting in the immediate evacuation of the location.
- c. The Students' Union ensure that all team members are appropriately trained, and well drilled in the evacuation procedures. An emergency activation requires immediate support from the University and the Emergency Services, and all information is shared as required with these external partners as part of investigations.

13. Incident reporting

- a. Full details of any incident which occurs within any event or commercial premise, to which a member of the security team or management team is in attendance, is recorded as standard practice. The document used for this purpose is the Incident Report Form.
- b. All incident reports are kept centrally by the Students' Union, and are reviewed routinely as part of the commercial operations.
- c. 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.

- d. All submitted incident reports are stored centrally and a copy is sent to the Director of Commercial Services.
- e. The Students' Union works in partnership with the University and the Police, who on occasion may request a copy of a specific incident report as part of an ongoing investigation. The Students' Union will support these requests and where appropriate a copy will be shared with the designated persons within each organization.
- f. Incident reports, CCTV and associated witness statements will be used as the key evidence in the Students' Union Commercial Services, Licensed Premises, Events and Venues disciplinary process. The reports will also be shared with members of the Students' Union who may be called to sit on an appeal panel within the disciplinary structure.

5. Venues Disciplinary Process

The Students' Union Commercial Services department is responsible for the management of the licensed premises, events and venues disciplinary process. The purpose of the process is to provide transparent and fair guidelines for members to understand.

Please note the Students' Union will not usually consider any incident where the Police have indicated that a criminal investigation is on-going, and any individual subject to a police investigation will be suspended from entry into the venues until the investigation is complete. On occasion it is also necessary to share the content of incident reports with our partners, Royal Holloway University and the Police. This will be done on request, and for the purpose of student safety, welfare or a criminal investigation.

Incident Occurs

When an incident occurs in a venue or event, the student will be dealt with appropriately at the time. A report will be generated that details the incident and any further evidence collected and filed with it.

Some incidents are minor, and generally are able to 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 a ban from the venue will automatically be suspended from the venue pending the weekly review of incidents and disciplinary decisions.

Stage One

At stage one, all incidents will be reviewed by at least two members of the Students' Union's venues management team. This will take once a week, usually on a Monday. They will look at the nature of the incident, and consider the evidence collected at the time. A decision will then be made as to the nature of the offence, and a disciplinary sanction imposed. This will be communicated directly to the student via electronic means to their College email account.

Stage Two

Individuals who have received a disciplinary outcome are permitted to appeal the decision provided this is done within 7 days of the stage one decision being communicated to the student. The appeal must include any further evidence, and clearly state which of the three grounds the appeal should be considered under:

- I. The Students' Union conducted the investigation process in a way that was procedurally irregular.
- 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 disproportionate.

A formal response will be issued within 7 days by a panel consisting of a Senior Manager in the Students' Union and a Trustee. 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.

6. Common Disciplinary Actions

Please note this list is not definitive or exhaustive, and disciplinary sanctions may be increased for repeat offences.

Misconduct	Disciplinary Sanction
Uncooperative and non-compliant behaviour	Warning
Unauthorized Access	£25 Charge – 1 month exclusion
Vomiting due to intoxication	£25 Charge – Exclude until paid
Smoking inside a building	£25 Charge – Exclude until paid
Indecent Behaviour	£25 Charge – Exclude until paid

Minor Vandalism	Payment for damage-exclude until fine paid
Drunkenness/Disorderly Conduct	1 week > 1 month exclusion
Anti-social Behaviour	1 week > 1 month exclusion
Supply or consumption of unauthorized alcohol	1 month exclusion
Verbal abuse of staff	1 month exclusion and written apology
Threatening Behaviour	1 month > 3 month exclusion
Serious Misconduct	
Major Vandalism	3 month exclusion – Payment for Damage (exclude until paid)
Theft from the Students' Union	3 month > 6 month exclusion
Theft from a member	3 month > 6 month exclusion
Aggressive Behaviour	3 month exclusion
Threatening Behaviour towards staff	6 month exclusion
Possession of Banned, Categorized or Restricted Substances - Personal (Small Quantity)	6 month exclusion
Violent Behaviour – Fighting	6 month exclusion
False Activation of Emergency Equipment	12 month exclusion
Discrimination	12 month exclusion > Lifetime exclusion
Harassment	12 month exclusion > Lifetime exclusion
Consumption of Banned, categorized or Restricted Substances	12 month exclusion > Lifetime exclusion
Possession of a potential Offensive Weapon	12 month > Lifetime exclusion
Assault	12 month > Lifetime exclusion
Violent Assault	Lifetime exclusion
Possession of Banned, Categorized or Restricted Substances – Non-Personal (Large Quantity)	Lifetime exclusion